



# Visitor Survey 2005

## Public Access Within the Quabbin Reservoir Watershed System



November 2005

---

Massachusetts Department of Conservation and Recreation  
Division of Water Supply  
Office of Watershed Protection

## **Acknowledgements**

This plan was prepared by the staff of the DCR's OWM - Quabbin Section. An OWM working group developed the survey, the basis of this report. The group consisted of: William Pula, Bob Bishop, Paul Lyons, Clif Read, Thomas Kology, Tom Peloquin, Phil Lamothe, Dave Small, Dave Supczak, David Zaganiacz, Joel Zimmerman, Lisa Gustavsen, and John Gregoire (MWRA). Survey data was summarized by Lisa Gustavsen and Paul Lyons in a spreadsheet developed by Mike Ridge. The working group, Paul Lyons, Maria Beiter-Tucker, Joel Zimmerman, and Matt Hopkinson edited this document.

# Table of Contents

REPORT SUMMARY .....	1
INTRODUCTION .....	2
METHODOLOGY .....	2
SURVEY DEVELOPMENT .....	2
SURVEY DISTRIBUTION- KIOSKS AND EXISTING VISITOR SITES .....	4
SURVEY FINDINGS.....	4
SUMMARY .....	4
SURVEY RESPONSE AND DEMOGRAPHICS.....	4
GENERAL KNOWLEDGE ABOUT QUABBIN AND DCR .....	5
VALUES OF QUABBIN RESERVOIR AND RESERVATION .....	5
OTHER PERSONAL VALUES.....	7
RECREATIONAL ACTIVITIES .....	7
PUBLIC INPUT PROCESS IMPROVEMENT SUGGESTIONS.....	10
OTHER COMMENTS.....	10
CONCLUSIONS AND NEXT STEPS.....	10
APPENDIX A: VISITOR SURVEY 2005 .....	11
APPENDIX B: DCR/OWM MASTER POLICY STATEMENT ON PUBLIC ACCESS .....	17
APPENDIX C: PERSONAL VALUES .....	19
APPENDIX D: OTHER VALUES .....	21
APPENDIX E: SUGGESTIONS FOR IMPROVEMENT .....	27
APPENDIX F: OTHER COMMENTS .....	31

## Tables

TABLE 1. RESPONSES TO SURVEY QUESTIONS 1-11 – GENERAL KNOWLEDGE ABOUT QUABBIN AND DCR.....	6
TABLE 2. PERSONAL VALUE RANKING BY SURVEY RESPONDENTS.....	7
TABLE 3. RESPONSES TO SURVEY QUESTION 24 – RECREATIONAL ACTIVITIES .....	8

## Figures

FIGURE 1. QUABBIN RESERVATION KIOSK LOCATIONS.....	3
FIGURE 2. TEMPORAL PATTERN OF SURVEY RESPONSES.....	5
FIGURE 3. RESPONSES TO SURVEY QUESTION 24 - OPINIONS REGARDING RECREATIONAL POLICY.....	9

*This page intentionally left blank.*

## Report Summary

From June through October, 2005, the DCR/DWSP/OWM-Quabbin Section, conducted an informal visitor survey to collect public input related to its current and future access policies. Quabbin staff installed survey boxes at nine locations on DCR property (Gates 11, 29, 40, Enfield Lookout, Quabbin Park, Quabbin Visitor Center, and Fishing Areas 1, 2 & 3). Environmental Quality staff and Watershed Rangers monitored the survey boxes. By November 1, 2005, 217 surveys were returned to the DCR office.

Respondents ranged in age from 13 to 80, with a mean age of 52. Of those indicating their gender, 136 (64.8%) were male and 74 (35.2%) female. The vast majority of respondents (approximately 92%) were from Massachusetts, 5 were from Connecticut, and one each were from 5 other states. Just over 24% of respondents (46 people) indicated that they live in the Quabbin Reservoir's watershed, with most of them (34 respondents or 75.6%) living there for more than 10 years.

Overall, the survey respondents were fairly knowledgeable about the DCR in general, and about the Quabbin Reservoir and watershed, in particular. The majority of respondents (97%) had direct knowledge of the Quabbin. On average, they had visited Quabbin 38 times in 2004 and had spent 4 hours per visit.

The majority of visitor respondents, however, did not know about three important aspects of DCR's organization: 1) OWM funding through MWRA from ratepayers; 2) revenue generated through forest management; and 3) Payments In Lieu of Taxes (PILOT) made to the watershed communities by rate payers.

When asked about their most important personal values of the Quabbin Reservoir Watershed System, respondents ranked Public Water Supply as most important. Solitude/Wilderness Character ranked second, followed by Public Access/Recreation and Healthy Forest/Wildlife.

Hiking/Walking was the most popular activity engaged in by visitors responding to the survey. Bird Watching, Boatfishing, and Road Bicycling were also listed as frequent recreational activities by the visitors. The majority of respondents clearly supported DCR's current prohibition on three activities: 1) Operating ATVs, 2) Camping, and 3) Swimming.

Concerning the current public input process, the respondents indicated there were two areas in which the DCR could improve its process: 1) more media coverage of planning efforts including local newspapers and internet; and 2) more educational outreach effort related to planning topics.

In conclusion, while visitors to Quabbin recognize its potential for recreation, they personally consider its values as a public water supply and its solitude and wilderness character to be more important.

## Introduction

The Department of Conservation and Recreation's (DCR), Division of Water Supply Protection (DWSP), Office of Watershed Management (OWM) is responsible for providing high-quality drinking water to the Massachusetts Water Resources Authority (MWRA) for distribution to 2.2 million people in 47 Commonwealth communities. The 412 billion gallon/39.4 square mile Quabbin Reservoir is the heart of the drinking water supply. OWM manages over 100,000 acres of Quabbin Reservoir watershed land and water to protect and preserve the drinking water supply (**Figure 1**).

The control and management of public access on OWM's lands and waters is a critical component of its overall watershed protection efforts, as documented in previous public access management plans (1988, 1998). Public input is used in the development of these plans. OWM actively seeks input on its current and future access policies and controls from a variety of perspectives, such as legislatively-mandated watershed advisory groups, abutters, user interest groups, and others. OWM supports an ongoing discourse with the public on water supply protection strategies. This report describes the results of a survey/questionnaire OWM used to collect information from a variety of sectors of the population – its visitors. The information collected has provided valuable public input into the current plan update process as well as providing guidance on needed future public outreach.

## Methodology

As part of OWM's planning process to update its 1998 *Public Access Management Plan* for the Quabbin Reservoir Watershed, an in-house working group<sup>1</sup> was established and convened in January 2005. In recognition of the many changes that have occurred since the 1998 update (e.g., organizational, national, etc.), the group recommended developing a survey (similar to a 1999 survey conducted in the Ware River Watershed) aimed at users and abutters and their opinions about current public access issues.

## Survey Development

A survey/questionnaire was developed between January and February, 2005, based on previous public access questionnaires. The survey was sequentially piloted with three outside groups and revised based on their comments. First, the Quabbin Watershed Advisory Committee (QWAC) was sent the survey on 2/18/05. QWAC reviewed the survey at its monthly meeting on 3/7/05. A second advisory group, the Ware River Watershed Advisory Committee (WRWAC) reviewed and submitted comments on 3/10/05. The North Quabbin Regional Landscape Partnership (NQRLP) reviewed and commented on the survey on 3/18/05. Based on this input, the survey was finalized on March 21, 2005 (**Appendix A**). Copies of the survey were subsequently placed at nine locations for visitors between June and October, 2005.

---

<sup>1</sup> The working group consists of staff from several Quabbin Section work units, OWM Natural Resources Section and Boston office, and representatives from MWRA and DCR Planning & Engineering/Bureau of Resource Protection.







The survey was comprised of four sections: 1) Factual statements about Quabbin and the DCR; 2) Questions about the respondents, including their personal values related to Quabbin; 3) Questions designed to collect knowledge, actual use, and opinion about specific public access activities at Quabbin; and 4) Detailed educational information about Quabbin, including the Payment in Lieu of Taxes (PILOT) program in the Quabbin Watershed.

### ***Survey Distribution- Kiosks and Existing Visitor Sites***

In May 2005, five survey kiosks were installed at popular visitor entrance sites: 1) Quabbin Park near Winsor Dam; 2) Enfield Lookout (in Quabbin Park); 3) DCR Gate 11 (West side); 4) DCR Gate 29 (north side); and 5) DCR Gate 40 (east side) (Figure 1). In addition, the survey was also made available at four other sites: 1) Quabbin Visitor Center; 2) Fishing Area 1 (west side); 3) Fishing Area 2 (north side); and 4) Fishing Area 3 (east side).

The survey was also distributed at two public workshops held in April and October, 2005 in Belchertown and Petersham, MA, respectively. The goal of that effort was to collect information from users who may not belong to organized recreational groups.

## **Survey Findings**

### ***Summary***

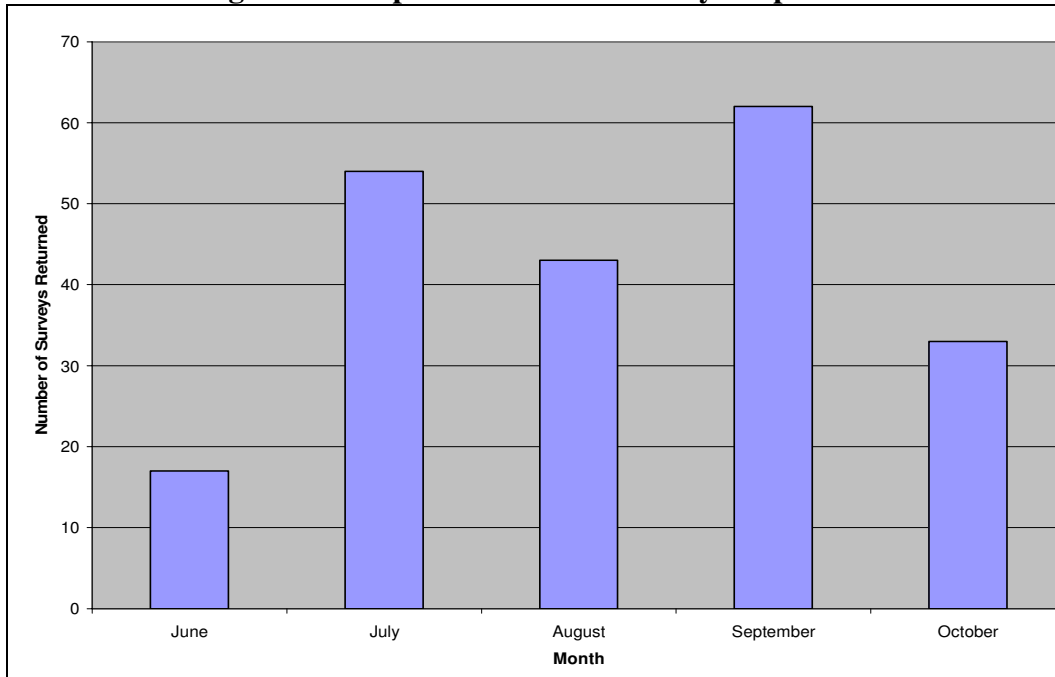
- Overall, the respondents were very knowledgeable of the OWM, its existing public access management plan, and related recreational access regulations. The majority of respondents (97%) had direct knowledge of the Quabbin. On average, they had visited 38 times/year in 2004 and had spent 4 hours per visit.
- Hiking/Walking was the most popular recreational activity. Birdwatching and Boatfishing were other frequent recreational activities.
- The values of Quabbin to respondents were very evident in the survey findings. While the majority of visitors were knowledgeable of Quabbin's main function as a public drinking water supply, other important values of the Quabbin listed were: Solitude/Wilderness Character; Public Access/Recreation; and Healthy Forests/Wildlife.
- The current prohibitions on three activities were clearly supported by the majority of the respondents: 1) Operating ATVs, 2) Swimming, and 3) Camping.

### ***Survey Response and Demographics***

217 completed surveys were returned to the Division by November 1, 2005. The number of surveys returned varied through the months, with the highest number returned in September compared with the other four months (**Figure 2**).



**Figure 2. Temporal Pattern of Survey Responses.**



Respondents ranged in age from 13 to 80, with a mean age of 52. Of those indicating their gender, 136 (64.8%) were male and 74 (35.2%) female. The vast majority of respondents (approximately 92%) were from Massachusetts; 5 were from Connecticut, and one each were from 5 other states. Just over 24% of respondents (46 people) indicated that they live in the Quabbin watershed; with most of them (34 respondents or 75.6%) living there for more than 10 years.

### ***General Knowledge about Quabbin and DCR***

Respondents were generally knowledgeable about Quabbin, including its purpose, management and rules concerning public access. They were less knowledgeable about funding and other financial aspects of DCR and its operation. Responses to survey questions 1 through 11, along with some basic statistical analyses, are presented in **Table 1**.

### ***Values of Quabbin Reservoir and Reservation***

In order to capture the survey respondents' personal values related to the reservoir and its watershed system, two questions in the survey, Questions 12 & 13, related to the Division's 2000 Master Policy Statement of Values (**Appendix B**).

**Table 1. Responses to Survey Questions 1-11 – General Knowledge about Quabbin and DCR.**

<b>Question</b>	<b>Average</b>	<b>Minimum</b>	<b>Maximum</b>	<b>Yes</b>	<b>No</b>
Q1. Have you ever visited the Quabbin Reservation <sup>2</sup> ?				209	7
Q2. How many times in 2004 did you visit the Quabbin Reservation?	38	0	365		
Q3. When you visit, how many hours do you usually spend here?	4	0	15		
Q4. Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1?				209	8
Q5. Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation?				213	3
Q6. Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)?				144	72
Q7. Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes?				76	139
Q8. Did you know that there is controlled public access and limited recreation at Quabbin Reservation?				213	2
Q9. Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)?				212	4
Q10. Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation?				43	172
Q11. Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities).				39	177

<sup>2</sup> "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

A ranking of the “**personal**” values of Quabbin to survey respondents, based on the number of “most important” scores each value listed in Question 12 received, is presented in **Table 2**. Using this simple method there appear to be three levels of personal values: 1) Value as a public water supply; 2) Value for solitude, public access, and healthy forests; and 3) Fishing and historical value (also see **Appendix C**).

When asked what they considered to be the greatest “**public**” values of Quabbin, respondents listed Recreation-related Activities, Public Water Supply, and Wilderness/Open Space values as most important (**Appendix D**).

**Table 2. Personal Value Ranking by Survey Respondents.**

<b>Ranking</b>	<b>Personal Value</b>	<b># of “most important” scores</b>
1	Public Water Supply	100
2	Solitude/Wilderness Character	89
3	Public Access/Recreation	86
4	Healthy forests/Wildlife	72
5	Boating/Fishing	48
6	History/Cellarholes	27
7	Engineering History	15

### ***Other Personal Values***

In addition to the values specifically defined above, Question 12 offered the respondents an opportunity to list other personal values; 26 respondents chose to include additional values. The types of values varied, ranging from its potential as an unmanaged “old growth” area, its value for animal welfare, and for teaching children. Others listed an access related value that they would like introduced such as more hunting opportunities and horseback riding.

### ***Recreational Activities***

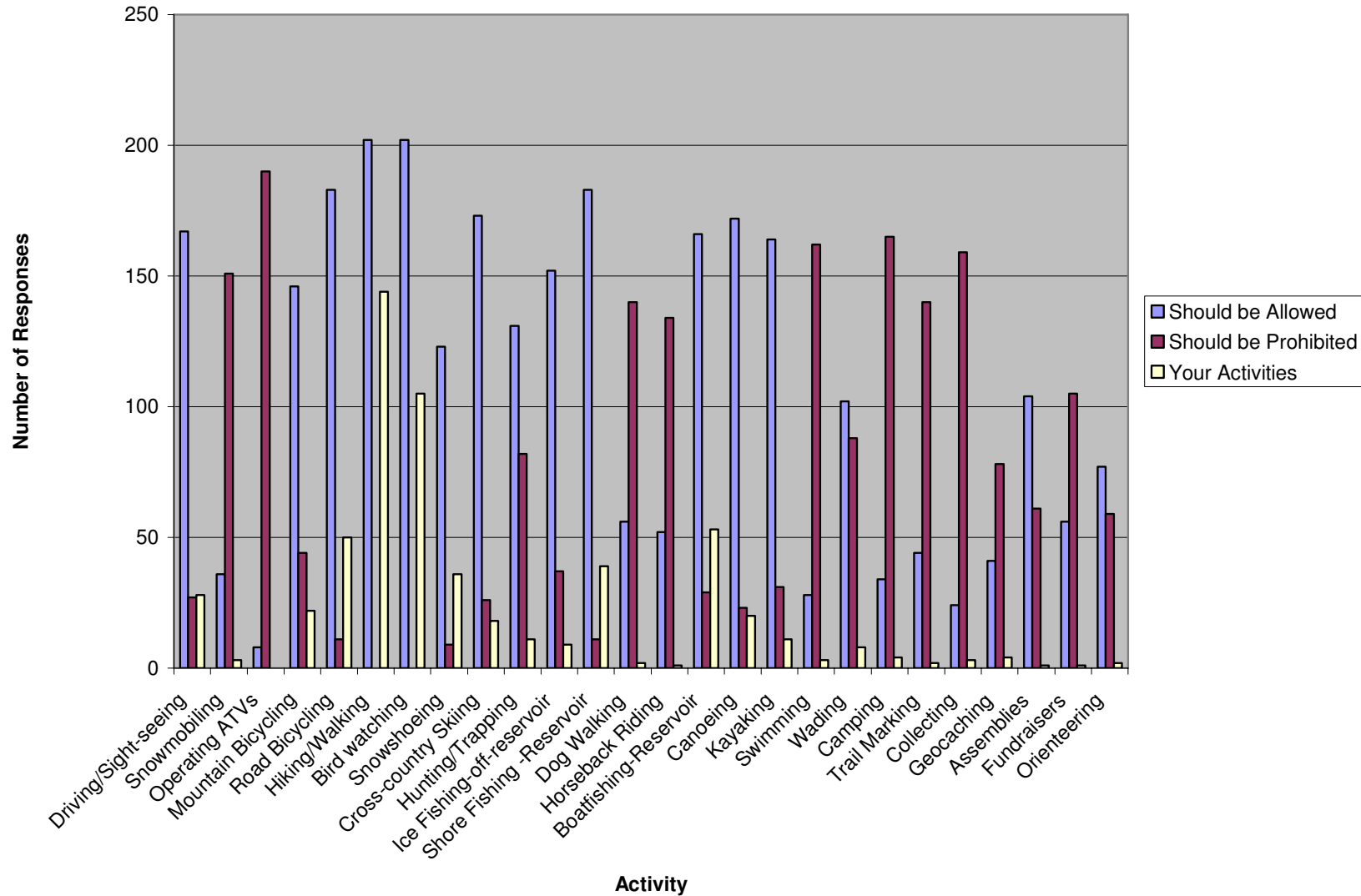
The results from Question 24, a three part question related to activities both allowed and prohibited in various areas of the watershed, including on the reservoir, are presented in **Table 3** and **Figure 3**. Several trends emerged when respondents were asked about what activities they engage in at Quabbin, what they think should be allowed, and what they think should be prohibited (**Table 3**). The most popular activities that respondents engaged in were Hiking/Walking and Bird Watching. However, when asked what activities “should be allowed”, more than 75% of respondents listed these 13 activities: Hiking/Walking, Bird Watching, Road Bicycling, Shore-fishing on-reservoir, Cross-country Skiing, Canoeing, Driving/Sightseeing, Boat-fishing On-reservoir, Ice-fishing Off-reservoir, Mountain Bicycling, Hunting/Trapping, Snowshoeing, and Kayaking. Current OWM policy allows all these activities with restrictions and limitations. This response suggests that the surveyed group greatly values the idea of public access, although they do not necessarily engage in the activities they think should be allowed.

**Table 3. Responses to Survey Question 24 – Recreational Activities**

<b>Activity</b>	<b>Should Be Allowed at Quabbin</b>	<b>Should Be Prohibited at Quabbin</b>	<b>Your Activities at Quabbin</b>
Driving/Sight-seeing	167	27	28
Snowmobiling	36	151	3
Operating ATVs	8	190	0
Mountain Bicycling	146	44	22
Road Bicycling	183	11	50
Hiking/Walking	202	0	144
Bird watching	202	0	105
Snowshoeing	123	9	36
Cross-country Skiing	173	26	18
Hunting/Trapping	131	82	11
Ice Fishing-off-reservoir	152	37	9
Shore Fishing -Reservoir	183	11	39
Dog Walking	56	140	2
Horseback Riding	52	134	1
Boatfishing-Reservoir	166	29	53
Canoeing	172	23	20
Kayaking	164	31	11
Swimming	28	162	3
Wading	102	88	8
Camping	34	165	4
Trail Marking	44	140	2
Collecting	24	159	3
Geocaching	41	78	4
Assemblies	104	61	1
Fundraisers	56	105	1
Orienteering	77	59	2

When asked what activities should be prohibited, more than half of the respondents listed the following eight activities: Operating ATVs; Camping; Collecting; Swimming; Snowmobiling; Dog walking; Trail Marking; and Horseback Riding. When compared to our public workshop input, survey results indicated less demand for Cross-country Skiing and Dog Walking than that expressed at the workshops.

**Figure 3. Responses to Survey Question 24 - Opinions regarding Recreational Policy**





### ***Public Input Process Improvement Suggestions***

Approximately 43% of the survey respondents made specific comments regarding how to improve the DCR's public input planning process (**Appendix E**). The comments tended to fall into 4 categories: 1) More media coverage needed; 2) More stakeholder outreach needed; 3) General Compliments, and 4) General Comments. Ninety-one percent of the comments related to categories 1 and/or 2, and those respondents indicated there were two areas in which the DCR could improve: more media coverage of planning efforts including local newspapers and internet; and more educational outreach effort related to planning topics.

### ***Other Comments***

A handful of respondents provided additional comments related to public access or the management of Quabbin Reservation. These comments are presented in **Appendix F**.

### **Conclusions and Next Steps**

Visitors completing the survey were generally familiar with the Quabbin, but knowledge of the agency responsible for its management was lacking in three important areas: 1) PILOT payments; 2) Funding by the MWRA; and 3) OWM's forestry revenue generation. Future public outreach and education should be aimed at disseminating this information.

DCR has initiated both short-term and long-term steps to address specific public input from this survey:

#### Short-term action steps

- Increased media notification of upcoming public processes, including postings on the internet.
- Earlier notification of public meetings and other OWM sponsored events for stakeholders

#### Long-term actions steps

- Establishment of permanent information kiosks at key locations (e.g., Gates 11, 29, 40, Quabbin Park, and Enfield Lookout)
- Increased public outreach regarding PILOT payments, MWRA funding, and forestry revenue generation.
- Increase educational efforts related to the relationship between public drinking water supply protection and the public's access and activities within the watershed.

## Appendix A: Visitor Survey 2005



### Public Access and Recreation on Quabbin Reservoir Watershed System Lands and Waters

Thank you for taking the time to complete this brief survey and returning it to: **DCR - Access Survey, 485 Ware Road, Belchertown, MA 01007**; the Quabbin Visitor Center, or the public workshop.

The Department of Conservation and Recreation (DCR), Division of Water Supply Protection (DWSP), Office of Watershed Management manages the Quabbin Reservoir, a public drinking water supply, and surrounding lands within the reservoir's watershed. We are required by Federal and State regulations to demonstrate proper management and adequate control of public access and recreation, if allowed, on these lands and waters in the Quabbin Reservoir watershed. Public input is one important source of information the DCR uses in evaluating its access rules. Your input is important to us.

**Please circle or fill in the blank**

- |   |            |           |
|---|------------|-----------|
| 1. Have you ever visited the Quabbin Reservation <sup>1</sup> ?   | <b>Yes</b> | <b>No</b> |
| 2. How many times in 2004 did you visit the Quabbin Reservation?  | _____      | times     |
| 3. When you visit, how many hours do you usually spend here?  | _____      | hours     |
| 4. Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1?                      | <b>Yes</b> | <b>No</b> |
| 5. Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation?  | <b>Yes</b> | <b>No</b> |
| 6. Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)?                            | <b>Yes</b> | <b>No</b> |
| 7. Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes? | <b>Yes</b> | <b>No</b> |
| 8. Did you know that there is controlled public access and limited recreation at Quabbin Reservation?   | <b>Yes</b> | <b>No</b> |
| 9. Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)?   | <b>Yes</b> | <b>No</b> |
| 10. Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation?   | <b>Yes</b> | <b>No</b> |
| 11. Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities)                   | <b>Yes</b> | <b>No</b> |

<sup>1</sup> "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

12. Please list in order of importance the seven (or eight) **personal values** listed below that are most important to you when you think of the Quabbin Reservoir/Reservation (1 = most important; 8 = least important). You may list more than one value as most important.

- a. Public access/recreation \_\_\_\_\_
- b. Public water supply \_\_\_\_\_
- c. Engineering History/building, dam, dike, and spillway viewing \_\_\_\_\_
- d. Solitude/Wilderness character \_\_\_\_\_
- e. Healthy forests/Wildlife \_\_\_\_\_
- f. History/Cellarholes \_\_\_\_\_
- g. Boating/Fishing \_\_\_\_\_
- h. Other (list): \_\_\_\_\_

13. What do you think is/are the greatest **public value(s)** of Quabbin Reservoir/Reservation?

\_\_\_\_\_

The Quabbin Reservoir and its surrounding lands are first and foremost a regulated drinking water supply. However, this public resource has many other values to different people. DCR believes that public input is important in developing robust policies related to the management of Quabbin Reservoir. DCR-Quabbin is committed to the following methods of communicating with the public: convening regularly scheduled meetings with the Quabbin Watershed Advisory Committee (QWAC, a committee defined in the Agency's legislation), holding a public workshop before updating its plans and associated policies for the Quabbin Reservoir watershed; conducting user surveys; meeting with advisory groups, legislators, sister agencies, and others prior to developing draft plans; distributing draft plans to all user communities (libraries and elected officials); forming working groups if needed; and presenting findings at a public hearing.

14. Before reading the above paragraph, did you know that the DCR holds a **public workshop** before updating its policies related to public access and recreation? **Yes** **No**

15. Before reading the above paragraph, did you know that the DCR sends **draft copies** of its plans to watershed town libraries, town selectboards, advisory committees, other state agencies, and to interested individuals for review and comment? **Yes** **No**

16. Before reading the above paragraph, did you know that the DCR-Quabbin holds a **public hearing** before it finalizes plans and policies related to public access and recreation? **Yes** **No**

17. Do you think DCR's public input planning process can be improved? **Yes** **No**

18. If yes, how? \_\_\_\_\_

19. What is your age, in years?  
\_\_\_\_\_ years

20. What is your gender (circle)? **Female** **Male**

21. What town/State do you live in? \_\_\_\_\_

22. Do you live in the Quabbin Reservoir watershed? (see attached map) Yes No

23. How long have you lived here? \_\_\_ < 1year \_\_\_ 1-5 years \_\_\_ 5-10 years \_\_\_ > 10 years

The chart below lists activities both allowed and prohibited at the Quabbin Reservoir and its adjacent lands along with DCR's current access policy. Please use this chart to answer the following questions:

24. In the first column, use a ✓ to mark activities you think **should be allowed** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the second column, use a ✓ to mark activities you think **should be prohibited** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the third column, use a ✓ to mark the things you do at Quabbin.

List which activities, if any, conflict with your experiences: \_\_\_\_\_

Activity	Current Access Policy	Should Be Allowed at Quabbin	Should Be Prohibited at Quabbin	Your Activities at Quabbin
Driving/Sight-seeing	Allowed on designated roads at designated times.			
Snowmobiling	Allowed on Off-Reservation lands only under certain conditions.			
Operating ATVs	Prohibited			
Mountain Bicycling	Allowed on designated roads at designated times.			
Road Bicycling	Allowed on designated roads at designated times.			
Hiking/Walking	Allowed, except in restricted areas, at designated times.			
Bird watching	Allowed, except in restricted areas, at designated times.			
Snowshoeing	Allowed, except in restricted areas, at designated times. Prohibited on reservoir when frozen.			
Cross-country Skiing	Allowed on Off-Reservations lands only at designated times.			
Hunting/Trapping	Prohibited except by special permit during the Quabbin Controlled Deer Hunt and within Off-Reservation lands.			
Ice Fishing-off-reservoir	Allowed on designated ponds only.			
Shore Fishing -Reservoir	Allowed in designated areas and designated times and Quabbin fishing season.			
Dog Walking	Prohibited by regulation.			
Horseback Riding	Prohibited by regulation.			
Boatfishing-Reservoir	Allowed with fishing license in designated areas, at designated times and season.			
Canoeing	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Kayaking	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Swimming	Prohibited by regulation.			
Wading	Allowed with boats in designated areas at designated times.			
Camping	Prohibited by regulation.			
Trail Marking	Prohibited by regulation.			
Collecting	Prohibited by regulation.			
Geocaching	No Policy.			
Assemblies	Allowed with OWM permit in designated areas at designated times.			
Fundraisers	Prohibited unless given written approval by Commission.			
Orienteering	No policy.			

Thank you for your time and interest.

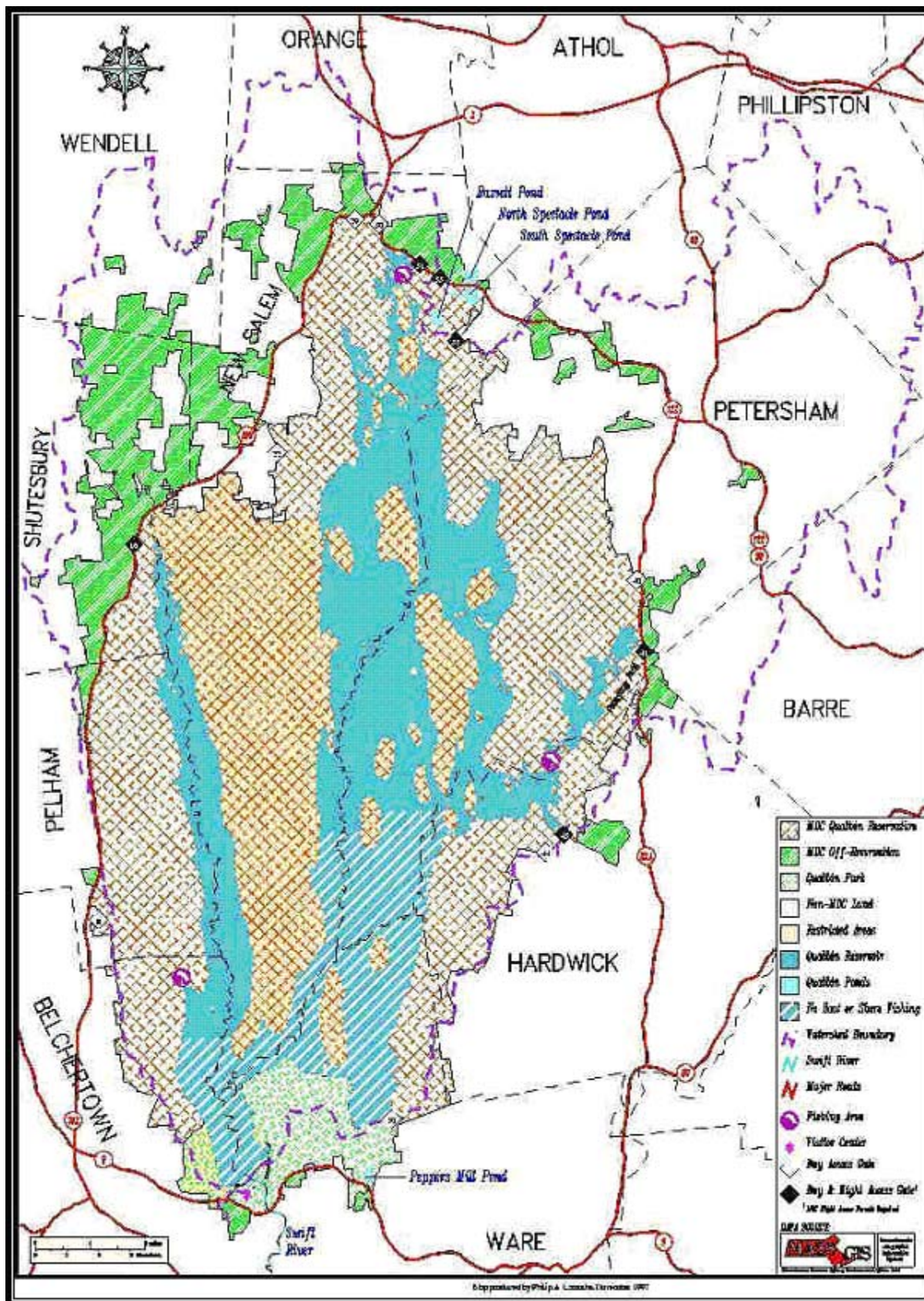
**Payments in lieu of Taxes (FY03 & FY04) for Quabbin Towns**

<b>Quabbin Community</b>	<b>P.I.L.O.T. FY2003</b>	<b>P.I.L.O.T. FY2004</b>
Barre (Quabbin and Ware)	\$129,668	\$129,668
Belchertown*	\$170,786	\$170,786
Hardwick*	\$53,682	\$54,761
New Salem*	\$236,144	\$264,481
Orange	\$3,286	\$3,286
Pelham*	\$160,929	\$162,276
Petersham*	\$323,481	\$323,481
Phillipston (Quabbin and Ware)	\$7,067	\$7,067
Shutesbury	\$244,712	\$250,019
Ware*	\$311,259	\$320,224
Wendell	\$16,247	\$16,247
<b>Total Quabbin Watershed</b>	<b>\$1,657,261</b>	<b>\$1,702,296</b>

\* Includes additional payment for lands annexed  
after the dissolution of the towns of Enfield,  
Greenwich, Prescott, and Dana.

For more information, go to  
[www.mass.gov/dcr/waterSupply/watershed/pilot.htm](http://www.mass.gov/dcr/waterSupply/watershed/pilot.htm).





*This page left intentionally blank.*

## **Appendix B: DCR/OWM Master Policy Statement on Public Access**

### **Public Access to the Quabbin Reservoir Watershed System**

Public access to and the recreational use of the Quabbin Reservoir Watershed System, the Quabbin Reservoir, and DCR/DWSP/OWM-managed land, are limited, controlled, and monitored to protect the public drinking water supply by reducing public health risks. Public access to, and recreation within, the Quabbin Reservoir Watershed System will be consistent with all applicable legislation. Except for those activities specifically authorized by statute or existing DCR regulations, any new access and/or new recreational activities or significant changes to existing access and/or recreational activities may be permitted only when they do not conflict with ongoing watershed management activities or authorized research, and do not degrade the following values:

- Public drinking water supply protection;
- Apparent wilderness character;
- Natural resources (forest health, biodiversity); and
- Historic and pre-Columbian sites.

Existing authorized activities, whether authorized by statute or regulations, will be periodically evaluated to determine if they conflict with the above values. If conflicts are identified, appropriate efforts to eliminate or minimize negative impacts will be made.

*This page left intentionally blank.*

## Appendix C: Personal Values

**Survey Question 12.** Please list in order of importance the seven (or eight) personal values listed below that are most important to you when you think of the Quabbin Reservoir/Reservation (1 = most important; 8 = least important). You may list more than one value as most important.

	DCR Master Policy Values						
Personal Value	Public Access/Recreation	Public Water Supply	Engineering History	Solitude/Wilderness Character	Healthy Forests/Wildlife	History/Cellarholes	Boating/Fishing
<b>1 (Most Important)</b>	86	100	15	89	72	27	48
<b>2</b>	39	22	12	50	42	13	20
<b>3</b>	34	21	29	29	42	36	12
<b>4</b>	16	9	28	15	29	42	16
<b>5</b>	9	16	41	13	12	29	24
<b>6</b>	11	16	47	6	5	17	24
<b>7 (Least important)</b>	4	11	20	1	2	29	37

Source: (Visitor Survey, June-October, 2005)

NOTE: At the urging of several members of the Quabbin Watershed Advisory Group, Question 12 was worded in such a way as to allow respondents to list more than one value as “most important.” As a result, analyses of the results were somewhat limited . The analysis was simplified by ordering the seven values based solely on the number of “#1” votes. Thus, Public Water Supply ranked first, followed by Solitude/Wilderness Character, Public Access/Recreation, and Healthy Forests/Wildlife.



*This page left intentionally blank.*

## Appendix D: Other Values

### Survey Question 13

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
Response from Non-Fishing Area Locations	
Month	Comment
June	1st water supply to many. I'm surprised Boston hasn't closed Quabbin to visitors yet. 2nd for myself, beauty, serenity, quiet place to walk and reflect.
June	Beautiful undisturbed undeveloped wilderness
June	Pure water supply. The fact that we can roam an 80 sq. mile chunk of uninhabited land with no trucks, ATVs, or snowmobiles to disturb us or the wildlife.
June	Significant protected land and water resource
June	Fellowship
June	The greatest thing to the public is sightseeing.
June	Don't quite see that public and personal values are any different.
June	A place where people are not d....?
June	An easily accessible public recreation area.
June	Potable water, access
June	Open access while maintaining integrity.
June	Recreation and Boating
June	water supply
June	wilderness
July	Wilderness
July	The evacuation of 4 towns to supply water to Boston is a travesty. Quabbin as a living history museum may prevent further ill-conceived ideas.
July	Water supply
July	Public water supply, public access/recreation, solitude/wilderness character
July	Water and wilderness
July	Recreation
July	Public water supply
July	The increasing variety of wildlife.
July	Open space, wilderness, wildlife
July	Public water supply, recreation, healthy forest & wildlife
July	Conservation land & water
July	Water supply - public access
July	Clean drinking water and unique wilderness preserve
July	Open land preservation
July	water supply for cities, towns listed. 2) boat-fishing as a recreational attraction.
July	wildlife, walks, peaceful, picnics
July	clean water and public access
July	enjoyment of the great variety of wildflowers and animal life and birds and hiking trails.
July	water supply
July	water supply & recreational area unspoiled by motorized vehicles and too many users
July	walking trails

<b>Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?</b>	
<b>Response from Non-Fishing Area Locations</b>	
<b>Month</b>	<b>Comment</b>
July	water supply
July	public water supply and healthy forests/wildlife
July	public water supply and healthy forests and careful access
July	land that will not be developed
July	recreation, water supply
July	Free access and pristine hiking
July	Water supply
July	The recreation possibilities
July	The uniqueness of the watershed itself.
July	Being allowed to hike on the trails for free.
July	Being able to see the birds and other animals.
July	Peace and tranquility - watching wildlife - a place to get away from everything
July	Water supply, fishing, "accidental wilderness", wildlife habitat
July	Water, scenery, solitude
August	Place to enjoy the outdoors in environmentally friendly ways
August	To allow public access for sightseeing only
August	Water supply and open space
August	Public recreation.
August	public recreation 0 if any water left over, send to Boston
August	Clean water for Boston and recreation for everyone.
August	Public access/recreation; public water supply; solitude/wilderness character
August	water supply, wilderness/wildlife, nondestructive limited public use
August	public access - wildlife area
August	wilderness, drinking water even though not ours
August	Family fun - Gate 5 with all the rocks and water
August	water source and wilderness
August	wildlife and forest health
August	Aside from the walks, the fact that it provides so much that cannot be developed and the wilderness can be enjoyed.
August	Water
August	Solitude and land, water, wildlife protection
August	Place to see nature and water supply
August	Healthy forests/wildlife
August	Viewing wildlife. Walking where there are no others and (no) traffic.
August	Open space for sightseeing, roads for walking, public water, protected land.
August	safe/clean water
August	Recreation, wildlife, & solitude
August	Wildlife and public access
September	Access to nature

<b>Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?</b>	
<b>Response from Fishing Area Locations</b>	
<b>Month</b>	<b>Comment</b>
July	Fishing
July	A quiet activity that's inexpensive to families and sportsmen.
July	Public water supply, public access/recreation, wilderness, fishing
July	Water supply
July	The water
July	Drinking water, fishing, & hunting
July	Drinking water, hunting, & fishing
July	drinking water supply - fishing resource
July	A protected multi-use resource free from urban sprawl
July	Protected resource and no development
July	Family oriented
July	Water and the controlled fishing and recreation they have
July	fishing and wildlife
July	fishing
July	drinking water and recreation (fishing being #1)
July	unlimited daily visits and/or length of single visit
July	Large, undevelopable area of land to protect water supply as habitat for wildlife
July	Wildlife, water source
July	Peace
July	Water
July	Water supply and access/recreation
July	Wilderness-solitude, respect shown for the folks who gave up their homes
July	Clean water, wild area to hike and bird watch, observe nature
July	There should remain places that stay in their natural state as much as possible - Quabbin is one.
July	water
July	Undeveloped land/wildlife protection
July	Solitude/wilderness
July	Recreational access to nature
July	Maintaining the water supply by limiting building/growth/sprawl in and around the reservation.
July	Viewing wildlife & water supply
July	The natural beauty and easy, free access
July	The beauty its experience provides our senses with.
August	Public access/recreation; public water supply; solitude/wilderness character; healthy forests/wildlife; boating/fishing
August	water quality and access
August	Public access/recreation; public water supply; solitude/wilderness character; healthy forests/wildlife; boating/fishing
September	open space and wildlife protection
September	water supply and recreation
September	water supply

<b>Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?</b>	
<b>Response from Fishing Area Locations</b>	
<b>Month</b>	<b>Comment</b>
September	Wild areas with limited public recreation
September	Drinking water, recreation , greenland, preservation
September	Public recreation
September	Access
September	Wildlife that inhabit the park (eagles, fox, etc.) historical value/education, water supply
September	Public water supply/recreation
September	Peaceful setting
September	Preservation of land
September	Drinking water
September	Undisturbed wilderness in Ma - there aren't many others
September	Public water supply, healthy forests, wildlife
September	Public water supply, accidental wilderness
September	To ensure the forever conservation of wildlife and nature.
September	water supply & boating/fishing
September	Public water supply & boating & fishing
September	Recreation
September	water supply
September	Public water supply, public access/recreation
September	Healthy forests & wildlife
September	Last vestige of tranquility
September	water supply w/ controlled public recreation
September	Lack of commercialism
September	Natural resource
September	water, great outdoor
September	drinking water, unspoiled wild areas
September	nature resource, beauty
September	general enjoyment of wild areas
September	preserve natural habitat/ecosystem
September	natural resources
September	should allow canoes
September	drinking water, recreation
September	Access for fishing and no party boats
September	Access to unspoiled wilderness
September	The beauty/quietness, nature, the fishing, the wilderness
September	Peacefulness, nature, fishing
September	Opportunity to prevent thousands of acres from development
September	Water supply, wilderness character
September	Fishing, sight-seeing, wildlife observation
September	Public water supply and recreation of all types
September	Preserving the vast wilderness area

<b>Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?</b>	
<b>Response from Fishing Area Locations</b>	
<b>Month</b>	<b>Comment</b>
September	water supply, solitude wilderness, eagles, a place of beauty!
September	fishing
September	fishing
September	water supply/fishing/wilderness
October	A remote area in which to hike and view wildlife. Providing habitat for varied species of birds, reptiles, mammals, etc.
October	World class fishing second only to good water
October	Its having been returned to a natural state, encouraging and sheltering woodland and aquatic animals.
October	Contribution to regional biodiversity
October	High quality drinking water, solitude, wilderness characteristics, hiking opportunities.
October	Allowing public access to enjoy the area - reason to live in the area
October	Being able to walk through the reservation
October	Wilderness/wildlife
October	Wilderness/hiking
October	It is a beautiful and peaceful area to be in. leave your worries at home.
October	Wilderness - horseback riding should be allowed
October	As a large preserve of forest and wildlife
October	Preservation of wilderness and wildlife habitat
October	Protected land/water overseen by state management
October	Being able to use the watershed for recreation

*This page left intentionally blank.*

## Appendix E: Suggestions for Improvement

### Question 18

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?	
Month	Comment
<b>General Comments Non-Fishing Area (7)</b>	
June	It seems to me that logging and hunting interests have a disproportionate influence on DCR policies.
July	Act on recreation expansion. If a logging operation can operate, then a mtn. bike should be able to go there too!
August	Open up more land to public after all, the people of Mass pay for it.
August	Yes, but what difference - you do as you please anyway
August	Not sure
August	Don't know, but believe there is always room for improvement.
August	Open up Prescott to walkers
<b>General Comments Fishing Area (3)</b>	
September	Improvement is always possible
September	Open fishing 7 days a week
October	By putting the health of the forest & wildlife before the demands of human trespass.
<b>Media Comments Non-Fishing Area (35)</b>	
June	Meetings could be published in newspapers, newsletters sent to user communities.
June	On-line forum
June	Communicating time and place of meetings open to public. If necessary, hold more than 1 meeting in different areas of the state.
June	Advertising all the above in newspapers and on TV.
July	Publicize opportunities for input.
July	Advertise in local papers re: meetings, public hearings, and draft proposals - Amherst Bulletin, Belchertown Sentinel.
July	More publicity
July	More information in local newspapers in surrounding communities
July	More advertising using various medias-newspapers, TV, radio, internet. Communication should be a primary and vital function of this magnificent
July	Flyers/info sheet with town's water bill (we sill buy thru Lexington, but I think we are now part of MWRA for water as well as sewer
July	More and earlier notice, including press coverage.
July	Post meeting times in public view outside, near Quabbin gates; Post draft copies language in local papers
July	Advertise, ask for suggestions, I would like to see a disk golf course and swimming area.
July	Provide more public awareness by providing informational flyers (like this one) at key locations.



<b>Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?</b>	
<b>Month</b>	<b>Comment</b>
July	Publicize plans and process more thoroughly - press releases
August	More communication to the public about such hearings
August	More publicity in newspapers, etc., about process & hearings
August	More advertising about the meetings.
August	More communication via media
August	Needs to know when the meetings are and where.
August	Post notices around Quabbin reservation & in local newspapers.
August	More notification and public programs
August	Post more info (newspaper)
August	Info local paper's
August	More information into newspapers available to public
August	Advertise, get out there, meet the people and hand out info.
August	It should be more highly publicized and advertised.
August	Media articles on the subject, print-radio-TV
August	Increase public awareness.
August	Better getting out word on what they do!
August	Information to the public through local newspapers, flyers in schools
August	More publicity so public knows!
October	Publicize - newspapers - posters
October	More main stream notices about meetings.
October	More notification possible. I heard about meeting on radio only Sunday.
<b>Media Comments Fishing Area (6)</b>	
July	Maybe notices in Sunday newspapers. Have bulletins at each gate, etc.
July	Better advertising
July	Story in Mass paper
August	Advertise its public access rules; expand public access rules
August	Advertise when meetings are, so public can attend.
October	Letting people know when these workshops and hearings take place.
<b>Compliment Comments Non-Fishing Area (5)</b>	
June	Good job. We love you.
June	Not really sure. Thanks for the opportunity to respond to this survey.
July	While I didn't know this before reading the above, it sounds like a good communications plan.
July	Not sure, good as is.

<b>Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?</b>	
<b>Month</b>	<b>Comment</b>
August	This is a great start. The internet.
<b>Compliment Comments Fishing Area (1)</b>	
July	Don't try to change what is already going on
<b>Outreach Comments Non-Fishing Area (23)</b>	
June	Increase public awareness of the above named items.
June	More public input
June	Explain how you use the input. Explain how or what policies rate (?) the management personnel - of this resource- who do they represent and why.
July	By seriously engaging in open discussion.
July	By posting the plans at the visitors center, if not already done.
July	Include the fisheries and wildlife advisory board as well as biologist from MassWildlife in the decision making process.
August	Questionnaires in newspapers as insert.
August	Survey, education, teachers in public and private schools and colleges who teach in fields related to the Quabbin's uses and goals.
August	Keep asking the public questions
August	By allowing the public to view their opinions through written forms, not just attending meetings. We are not all scheduled the same (work, family, disabilities, transportation)
August	Wider disbursement of info
August	Hold more survey
August	Oh boy! It's so simple. Mail it to everyone! To all taxpayers you have all our addresses!
August	Advisory group might have more members and fewer recreation oriented groups
August	Better promotion of hearings and other opportunities for input
August	Sending information to abutting households, holding meetings in local town halls. I've lived in town and been an active in municipal government for years and never seen a notice or posting, so something could be improved.
August	More public input via seminars and workshops
August	Public information available at the visitor center.
August	Inform people
August	Get the word out more, since I answered No to 14, 15, 16.
October	Send to public libraries in nearby towns, not just watershed towns (i.e., Athol, Phillipston, orange)
October	Yearly outreach to MA residents via mail or newspaper on the public's opinion and access
October	Provide updates to the public about what inputs the public suggests which have adopted or incorporated.
<b>Outreach Comments Fishing Area (15)</b>	

<b>Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?</b>	
<b>Month</b>	<b>Comment</b>
July	Make it available to the people who visit Quabbin or have a sign-up for a mailing list at each gate.
July	Make it easier for public to take part sectional meetings and better publicity
July	By more involvement from the "man in the street"
July	On-line input from public
July	Yes. Have the people in this area have more say on hours of operation and welfare of Quabbin. Also, access roads should be repaired. Spend some money received from forest projects on repairing roads.
July	by listening to the people who use it the most! (sportsmen)
July	Educate the public via general mailings
July	Include those of us who do not rely on its water directly, but enjoy its natural and historic resources.
September	Providing information to anglers when they launch boats
September	Individuals should be allowed to speak at those meets, where or not their names are on the agenda.
September	More public workshops about the activities allowed
September	Public ideas are different from advisor who aren't qualified.
September	policies seem to be decided before public hearings not as a result of what occurs at the public hearing.
September	More public announcements of meetings, prior to same
October	Have meetings in locations of greater population. The upcoming meeting on Oct. 13 is the first one I was ever aware of.

**Source: (DCR Visitor Survey Results: June-October, 2005)**

## Appendix F: Other Comments

Other Comments
Maintenance of the Quabbin has recently deteriorated (i.e., snow plowing and mowing)
I would visit Gate 43 more often and so would my family, if the flush toilets were working
Why can't sailing, canoeing, & kayaking be more widely permitted? Same with X-country skiing?
The current access policy sounds just about correct across the board.
There should not be a deadline to exit the Quabbin by "dusk".
If motorboats are allowed in the water, modes of water transport such as kayaks and canoes should be allowed under equal opportunities.
Make it like Lake Mead, Ariz/Nevada!!
Please free Quabbin from the clutches of the state's selfish and greedy fisherman. Give Quabbin back to the people and not sportfishing assoc. or that kind of CRAP
Have lived in Gardner all my life and have fished Quabbin since it was open to fishing. Have record fish, 1st salmon
I have Quabbin since 1950 (5 years old), hiked it's areas since 1962, photographed it since 1963. Every year I have removed more and more rubbish dropped by hikers, fishermen, etc.,. This includes dam monofilament fishing line. Violators should be stiffly prosecuted when caught. Volunteers are needed for the "wilder, backwoods areas".
Allow access to Prescott point.
Overnight fishing should be allowed with permit.
I would like to be able to fish later in the evening on boat.